



**Library of
Michigan**

1999

Annual Report

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LIBRARY OF MICHIGAN

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Janet Laverty, Director, Business Services
Nancy Robertson, Interim Director, Collection Management Services
Robin Allen, Director, Human Resources
Paul Groll, Director, Network and Information Systems
Susan E. Nearing, Director, Public Services

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Contents

The following report details the activities of the Library of Michigan throughout fiscal year 1999. The Library of Michigan is authorized under PA 540 of 1982 (MCL 397.11 et seq.). This act reorganized the Library within the Legislative Council, and the State Librarian reports to the Legislative Council Administrator. This structure is modeled upon the U.S. Library of Congress; only Arizona has a state library that is similarly structured.

The Legislative Council serves as the administrative entity for the Library. A 14-member library board of trustees advises the council. Four legislators, appointed by the Legislative Council, sit on this board, one from the majority party and one from the minority party in each house. The governor appoints 8 members to this board, and the Chief Justice of the Supreme Court or his/her designee and the Legislative Council Administrator also hold seats. The State Librarian serves as the secretary to the board of trustees. In this role the State Librarian is responsible for preparing the preliminary agenda for all board meetings and, in the absence of the board chair and vice chair, for calling board meetings to order.

The current library's predecessor was formed in 1826 when Michigan was still a territory. Throughout most of its existence, the Library was an independent state agency within the executive branch. The original plans for the Capitol included the state library on the second floor; the Library was located there well into the 1920s. The Library moved into the Cass Building, where it was housed until a devastating fire in 1951 destroyed a large part of the collection. The library relocated into "temporary" quarters on East Michigan Avenue, where it remained for 37 years. Following the construction of the Michigan Library and Historical Center at 717 West Allegan Street in the mid-1980s, the Library of Michigan moved to its new home. On November 21, 1988, the Library officially reopened its doors to the public.

The Library's Six Divisions

- Business Services (accounting, state and federal aid to libraries)
- Collection Management Services (technical services: acquisitions, cataloging, series, rare book program, regional federal documents depository, state documents depository program, and preservation)
- Executive (overall administration of the Library, public relations, public library organization, library development)
- Human Resources (personnel and payroll; staff training)
- Network and Information Systems (*MichiganLegislature.org* webs sites; computer support)
- Public Services (reference and research, law library, Service for the Blind and Physically Handicapped, legislative services and special collections service)

Under the Library of Michigan Act, the library is charged “primarily with providing reference services to the legislative branch of state government and, in addition, shall provide those services to executive and judicial branches of state government and the general public. The law library branch is charged primarily with providing reference services to the legislative, executive and judicial branches of state government.” The library is also responsible for:

- Maintaining a complete collection of the public documents of all units of state government
- Providing access to federal documents
- Distributing state aid to public libraries and to subregional libraries for the blind and physically handicapped, and managing the federal aid program for libraries
- Furthering library service around the state.

During 1999, the Legislative Council Administrator began a search for a new state librarian in March. A candidate was chosen and presented to the Legislative Council, which is the agency that appoints the State Librarian after consulting with the Library of Michigan Board of Trustees. Total state aid for libraries for FY 1999 reached \$14,210,700, the highest amount in history of state aid to Michigan libraries. Four document titles selected and submitted by the Collections Management Services staff to the American Library Association Government Roundtable Section won the Notable Documents Award for Michigan. One of the publications was the Library of Michigan-produced *Michigan Plan for Federal Documents*. Network and Information Systems staff performed audits of several Library of Michigan computer systems to guarantee that all equipment and software were Y2K compliant.

Term limits for the Michigan Legislature that went into effect in November 1998 resulted in the election of 65 new state legislators. Throughout the fall, the Public Service Legislative Team, the State Law Library staff and other Library of Michigan staff worked diligently with the rest of the Legislative Council agencies to inform all new senators, representatives and legislative employees of the Library’s many services available to them.

The following annual report outlines and expands upon the achievements and ways in which the Library of Michigan carried out its duties.

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BUSINESS SERVICES

- A touch-screen information kiosk system was installed at the Library of Michigan. Two monitors located on the first floor and two on the second floor provide visitors with information about the Library, the collections, services, building artwork, meeting schedules, maps of the building, and the surrounding Lansing area. Patrons find it easy to use to navigate around the building.
- A financial audit, including the provisions of the Single Audit Act, was conducted by the Office of the Auditor General for fiscal years 1997 and 1998. The audit report expressed an unqualified opinion on the Library's financial schedules and federal awards.
- Processed 8,126 payment, receipt, and journal vouchers and purchase orders.



State Aid to Public Libraries

- The total state aid appropriation for FY 1999 was \$14,210,700 (highest amount in history of state aid)
- The per capita rate was 49.958815¢
- 372 libraries were eligible
- FY 1999 was the first year public libraries were able to file their annual reports electronically
- 184 of the 384 libraries filed electronically

Penal Fine Distribution

- Total penal fines distributed to public libraries in 1999 \$28,433,474
- Total penal fines distributed to public libraries in 1998 \$28,408,495
- Total increase of .09 percent: \$24,979
- County with highest per capita rate: Mackinaw at \$17.13
- County with lowest per capita rate: Genesee at \$1.05
- County with largest per capita percentage rate increase: Washtenaw at 26 percent
- County with largest per capita percentage rate decrease: Baraga at 31 percent

The state funded line item for the Statewide Database Project

- Funded the Gale Group, Health Reference database for AccessMichigan, a new addition to the commercial databases that are accessible to all Michigan libraries.
- Funded an AccessMichigan administrative support contract with the Michigan Library Consortium for training and help-desk support to Michigan libraries.

MichiCard

- Two academic libraries and 7 public libraries joined the MichiCard program during FY 1999. There are now 44 academic and 239 public library participants, for a total of 283 MichiCard libraries in Michigan.

Library Services and Technology Act (LSTA) Federal Grants

- Five LSTA subgrant-writing workshops were held around the state. A great deal of time was spent working on the LSTA program. The workshops presented a walk through the subgrant writing process, and covered the LSTA guidelines and application components. A total of 159 potential subgrant applicants attended the subgrant writing workshops.
- Two LSTA subgrant administration workshops were conducted that provided 72 attendees, representing 58 libraries, with requirements for subgrant reimbursements, reporting and recordkeeping.
- One hundred forty nine federal subgrants were monitored during the year, with \$5.6 million of federal expenditures. Ten LSTA and one LSCA Title II subgrant site visits were completed.
- The final six LSCA Title II library construction projects were finalized and closed.
- One hundred fourteen competitive subgrant proposals were received and reviewed for fiscal year 2000 federal funding, totaling \$4,618,200.

In addition to the competitive subgrant program, provided funding and contract administration for centralized projects including:

AccessMichigan-

- OCLC First Search
- Gale Group – General Reference Center Gold and Health Reference
- Serials, Periodicals and Newspapers (SPAN)
- MediaStream – electronic archive of news articles from a group of newspapers including the *Detroit Free Press*



- Michigan Electronic Library (MEL)
- Union List of Serials Storage
- Newslines, a co-sponsored synthetic speech newspaper service for blind and visually impaired individuals
- Financial Management Reference Guide publication and seven workshops
- Consortium of User Libraries (CUL) Subregional project
- Rural Libraries Conference
- Cooperative Director's Retreat
- Evaluation of Networked Environment Study, co-sponsored by the Institute of Museum and Library Services, Library of Michigan and five other state libraries

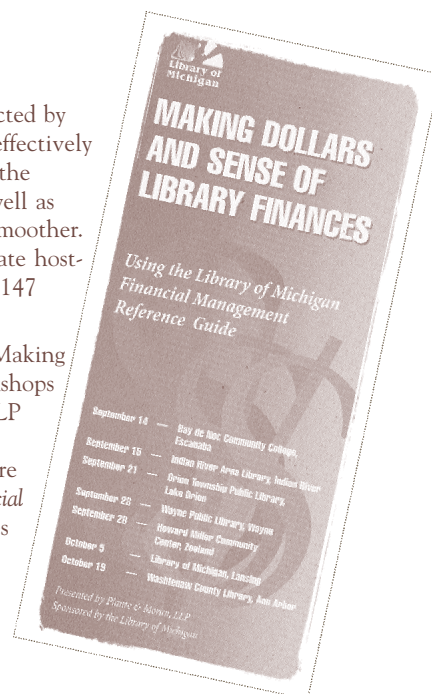
Library Statistics

The 1999 edition of the *Michigan Library Statistics Report* was published in paper format in September 1999, several months ahead of previous years. The publication is also available at the Library of Michigan website. FY 1999 was the third consecutive year the Library of Michigan won the Keppel Award. The annual award is given by the Federal-State Cooperative System (FSCS) for Public Library Data, a cooperative program of the National Center Education Statistics (NCES) and the U.S. National Commission on Libraries and Information Science (NCLIS), is given to state library agencies that have excelled in the completeness, promptness, and high quality of the local public library data that they collect, edit, and submit annually to NCES.

Workshops

Public Library Data Workshops, conducted by Business Services staff, focused on how to effectively use data generated by public libraries from the Annual Report/State Aid Application, as well as how to make the filing process faster and smoother. Thirteen library cooperatives around the state hosted the workshops; 195 people representing 147 libraries attended.

The Library of Michigan sponsored 7 Making Dollars and Sense of Library Finances workshops throughout the state. Plante and Moran, LLP conducted the workshops; over 200 public library staff and trustees attended. They were instructed on how to best utilize the *Financial Management Reference Guide*, which provides references and answers to questions about



fund accounting, preparing budgets, internal controls, audits, library investments, and financial reporting. This project was funded with federal LSTA dollars from the Institute of Museum and Library Services.

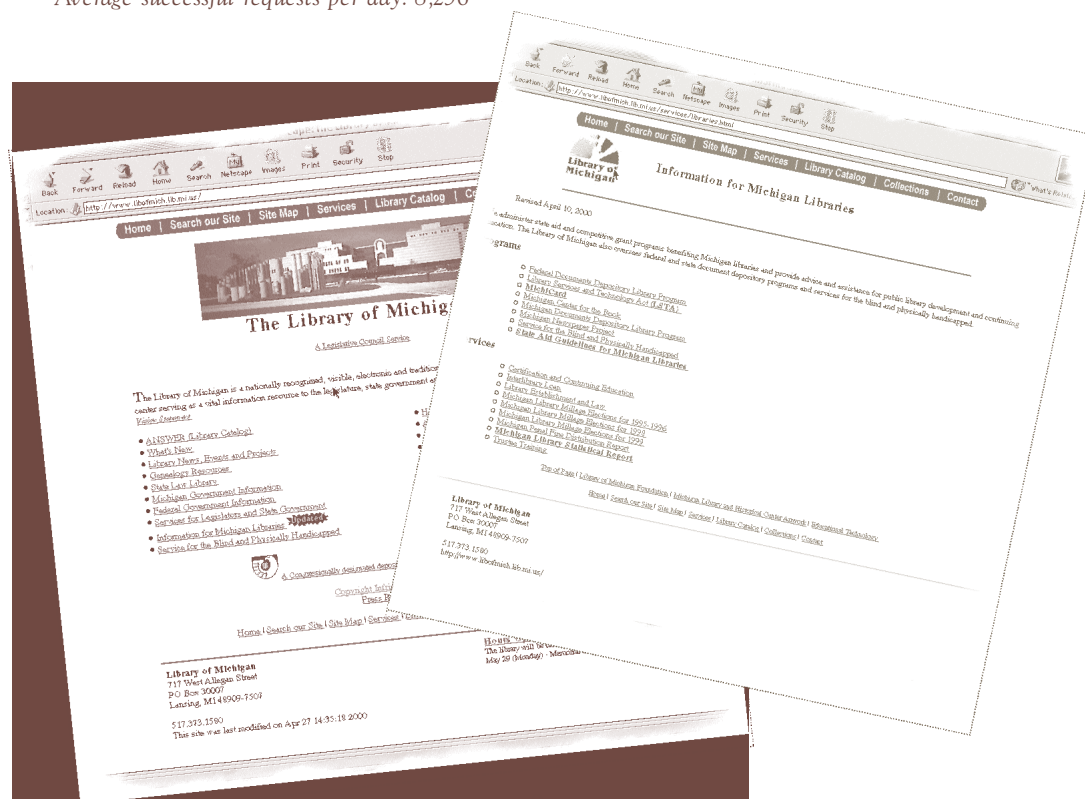
Library of Michigan Website

Items added to the LM website include:

- District Library Establishment Act
- Management and Budget Act
- State Aid to Public Libraries Act
- E-rate Discounts and Reimbursements
- Guide to Electronic Resources
- Interlibrary Loan Code Protocols and Guidelines
- Michigan Newspaper Family Histories
- Michigan Tribal Libraries
- 1870 Census
- Financial Management Reference Guide

Total successful requests for the year: 3,001,824

Average successful requests per day: 8,256



COLLECTION MANAGEMENT SERVICES

The Collection Management Services Division enjoyed a positive and productive year. All permanent division staff were retained. The Legislative Council Administrator approved a change in the job level of a cataloging position from a Library Assistant I to a Librarian II to better meet the needs of special collections and electronic cataloging. The Council Administrator and Council approved the addition of a Preservation Librarian to the staff for 1999.

The entire division joined together to develop a strategic plan based on client service. A strategic plan oversight committee (SPOC) made up of the team leaders and representational staff kept the project moving. The division vision was redefined and goals and a plan of action were developed after nine client groups were interviewed. The goals of the plan were to review processes within the division with an eye toward any reorganization for the future; strengthen the teams by continuing to promote mutual respect of all within and outside the division; examine adequate staffing levels and prioritize work and projects, educate clients and ourselves about our services; and work to open a new Rare Book Room and to hire a preservation librarian.

The division completed its first year of a three-year plan to outsource the cataloging and classification tasks of the Michigan Documents collection through OCLC Tech Pro Services. It was requested that OCLC catalog 3,333 documents during the first year. Due to staffing problems, OCLC only completed 2,600 titles. A plan was worked out so that OCLC will catch up this next year and catalog 6,700 items by the close of the second year. The cataloging section also purchased batch-loaded bibliographic records for a major microform set and added to the online integrated catalog records for Civil War histories from OCLC, Genealogy and local history records from UMI/Bell and Howell, and legislative hearings from Congressional Information Service.

The documents staff selected four document titles to submit to the Notable Documents Award presented by the American Library Association Government Roundtable Section. All four won the Notable Documents Award for Michigan. One of the publications was the Library of Michigan-produced *Michigan Plan for Federal*

Documents. The other three were the Mackinac Island State Park cookbook, *History of the Heartland* two issues of *Michigan History Magazine*, which is produced by the Michigan Historical Center, Department of State.



A preservation survey of all of the Library's collections was completed by the Conservation Center for Art and Historic Artifacts, an organization in Philadelphia that specializes in this type of analysis. A preservation librarian will be hired during fiscal year 2000, and will use the CCAHA report to develop the Library's preservation plan for the future.

The Michigan Newspaper Project, which is funded by the National Endowment for the Humanities and administered by the Library of Michigan, continued to make progress on the cataloging of Michigan's newspapers. To date the project catalogued 3,700 titles, added 23,000 records to the inventory database and located over 5,500 unique newspaper titles.

Other activities this year included the distribution of 84,713 Michigan document items to libraries around the state.

OCLC

Michigan Newspaper Project

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EXECUTIVE DIVISION

Continuing Education

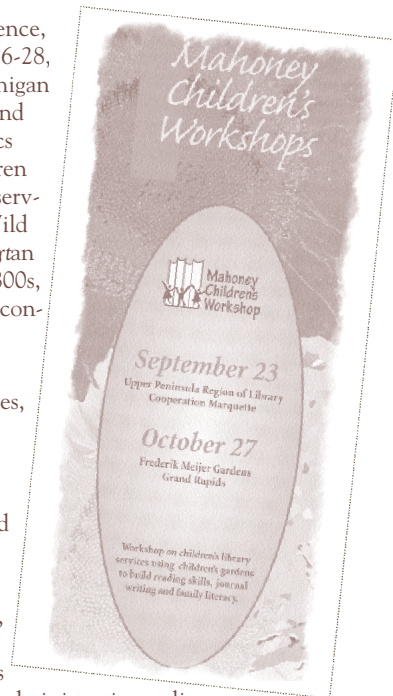
The 1999 Loleta Fyan Rural Libraries Conference, *Rural Libraries: The Next Chapter* was held April 26-28, 1999 at the Grand Traverse Resort in Acme, Michigan. Four hundred and thirty nine librarians, trustees and friends attended the conference that covered topics such as personnel/administration, Michigan, children and young adult services, technology, and library services. Two highlights of the conference were the Wild Swan Theater's production of *Brothers of the Heart* an adapted play about life in Michigan in the mid-1800s, and Newbery author Joan Blos, who spoke at the conference's opening luncheon.

Funding for the conference was provided by income generated from registration fees, vendor fees, Library Services and Technology Act funds and a contribution from the Library of Michigan Foundation's Loleta Fyan Fund.

The Loleta Fyan Scholarship Program awarded 43 scholarships totaling approximately \$7,500.

The Beginning Workshop, held May 16-21, 1999 at North Central Michigan College, Petosky, drew 77 attendees. This is a week-long introduction to public librarianship that covers such topics as the organization of library materials, reference, administrative policies, library law, cataloging and selection, public relations, children's services and much more. Qualified attendees who complete this workshop may earn a Level VII Certificate of Library Experience (3.2 CEUs). Certification is required if a library receives state aid.

The 4 Mahoney Children's Workshops, *Grow with Reading* were a huge success! Over 300 people attended the events held in East Lansing, Midland, Marquette and Grand Rapids. Funds donated by the Library of Michigan Foundation's Mahoney Fund covered the expenses for the conference, which focused on increasing services to children.



Preferred Future Conference

The Preferred Future Conference was held September 17 and 18, 1999. One-hundred eighty four participants representing all types of libraries and library agencies across Michigan joined together to plan for improving library services to the citizens of the State. This was counted as the kick-off event for strategic planning for Michigan libraries. An Implementation Council to oversee the activities of the Action Teams was created, that consisted of library staff and agencies from around the state. The action teams also represented multiple agencies and will work to achieve the goals and objectives stated in the Preferred Future Conference.

Other continuing education events included the following with number of attendees:

Effective Negotiating Techniques for Licensing Content: 17

Federal Government Information: 89

GPO Access Training: 14

Microfilm Info Session for MNP: 11

Net Assets: 75

New Library Directors: 38

LM presentations drew well over 1,500 participants at the conferences and workshops around the state.

Library technology plans, required for Universal Service Funds (USF) discounts, continue to be sent to LM and approved, or returned with necessary corrections. Michigan schools and libraries received \$65,699,868.85 during year 2 (FY99) from the USF discounts.

Library of Michigan staff members continued to act as liaisons to cooperative board meetings. They continue to represent LM at various events around Michigan; i.e., MAME, MLA, LSTA open house events, and COSAL.

LM staff worked with MLA to present workshops in genealogy and how to create library foundations. Staff also worked with MAME to present the Mahoney Children's Workshops as a pre-conference to their annual conference in Grand Rapids.

Certification:

The Certification Specialist provides information on certification issues and approves, or disapproves, certification status for library staff in public libraries. He also approves or disapproves continuing education courses library staffs attend to obtain Continuing Education Units (CEUs).

AccessMichigan

Contracts were negotiated and put into place. Staff worked with the AccessMichigan Steering Committee to finalize details, as well as prepared a written selection policy for AccessMichigan databases.

Library Law Specialist

The Executive Division includes the Library Law Specialist, whose responsibilities include reviewing the organizational documents of libraries that change their legal status (usually from township or county libraries to district library status); speaking to library associations, Friends of the Library groups, boards of library trustees, and other groups about library law; reviewing contracts and other legal documents for the Library; continuing education for library managers about legal issues facing governmental entities, such as the Freedom of Information Act; and monitoring legislation that affects libraries at the state and national levels.

The Library Law Specialist reviewed the organizational documents for new district libraries and school district public libraries, as well as revised Plans of Service for four of the library cooperatives. A chapter on the legal organization of Friends of the Library organizations was contributed to the new handbook published by Friends of Michigan Libraries. Among the legal issues that faced libraries this year were

changes in the Library Privacy Act addressing filtered Internet access for minor patrons; the requirements of the federal Digital Millennium Copyright Act; the allocation of penal fines among public libraries and units of local government; and changes in the personal property tax revenue available to public libraries.

The Library Law Specialist averages 12 to 15 telephone calls per day, and appearances at 6 programs for outside organizations around the state each month. Such contacts cover the specific legal issues discussed in the previous paragraph, as well as ongoing concerns such as the legal organization of library entities, the Open Meetings Act, the roles of public library trustees, and penal fine collection and distribution. While the Library Law Specialist cannot and does not represent individual libraries, she is recognized statewide for her expertise in and knowledge of these relatively arcane areas of Michigan law.

Public Information Office

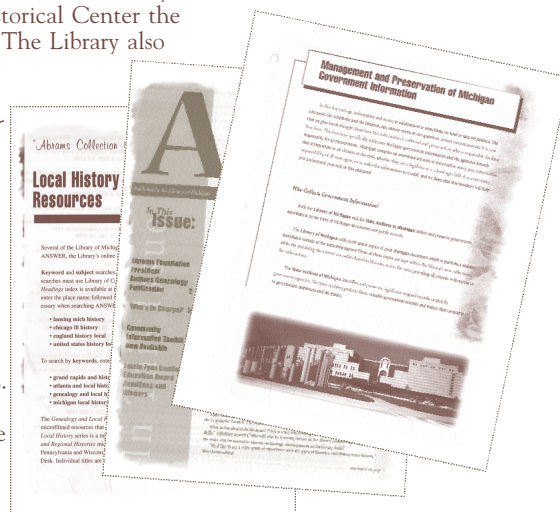
The Public Information Office is responsible for public relations and publications activities of the Library of Michigan. During 1999, the Public Information Officer and graphics design specialist handled 300 publications requests, such as new user catalogs for the Service to the Blind and Physically Handicapped; brochures and/or flyers for the new Mahoney Children's Workshop series and the new Abrams Foundation Genealogy series; and reprints of popular publications, such as the Capitol Tour brochure and Beginning Your Genealogy Research booklet.

Several Library publications received awards for their excellence. The Mahoney Children's Workshop brochure took second place in the program announcement category for outstanding achievement in library public relations at the 1999 Michigan Library Association Conference. The Library's 1998 *Michigan Plan for the Federal Documents Depository Library System* received the American Library Association's Government Documents Round Table Notable Documents Award.

The Public Information Office also worked to publicize the Library of Michigan in a variety of ways. This year the Library was a Sleigh Bell sponsor of Silver Bells in the City, an event it has co-hosted for nearly 10 years with the Michigan Historical Center the Friday before Thanksgiving. The Library also

joined forces with the Michigan Library Association to produce a 30-second video public service announcement featuring Loretta Long, the actress who plays Miss Susan on Sesame Street. Still shown on local television stations around the state, the PSA urges parents to visit their public libraries to improve their children's reading skills. At its first session at the MSU Children's Garden, the Mahoney Children's Workshop was featured on four of Lansing's local evening newscasts—

the CBS, NBC, ABC and FOX affiliates all covered the event.



HUMAN RESOURCES

The Library of Michigan's Human Resources (HR) Division is responsible for all aspects of personnel policy and procedure; recruitment, interviewing, employing, orienting, and separating staff; maintaining personnel records; managing salary and benefits; and staff training.

Recruitment

Human Resources staff spent hundreds of hours conducting over 100 interviews to fill 11 regular full time positions and 79 interviews to fill 49 student positions. Recruitment is a lengthy process that begins with the creation of a job description, continues with advertising in state and/or national publications, scheduling and conducting the interviews and ends with the final offer of employment and new employee orientation begins.

All Legislative Council position vacancies are posted on the Library of Michigan's web site.

Audit

The Human Resources Division completed a successful clean audit with the Auditor General's office. Many staff hours are devoted to preparing for the audit and to providing and gathering information for the audit team during this time period.

HR Automation

Over half of Library of Michigan staff have been trained for the new paperless electronic payroll system. This system enables staff to enter their time directly into the payroll system.

The State of Michigan continues to work to replace its current personnel and payroll system with a single integrated Human Resources Management Network (HRMN). The Library's HR Division has continued to assist with the planning and testing of this system. Human Resources staff continue to contribute a number of hours per week to assist in the design, development, training and conversion to this system.

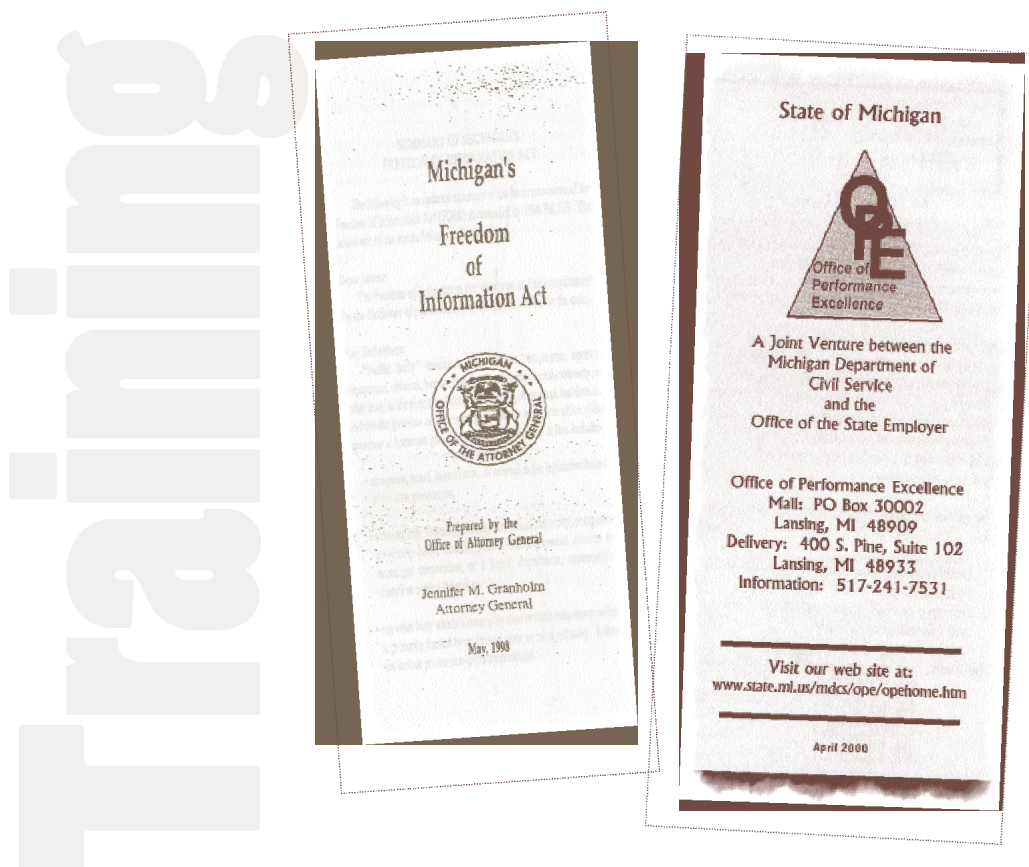
The HR staff updated and incorporated all new benefit information and changes into the flexible benefit database. HR staff provided enrollment and confirmation forms for all Legislative Council agencies employees.

The Human Resources staff continue to develop and maintain the internal HR database.

Training

More than half the staff received training from HR staff on the new paperless electronic payroll system.

Under the direction of the Legislative Council Administrator the Human Resources Division for the Library of Michigan, in cooperation with the Legislative Service Bureau Human Resources Office, completed another year of Legislative Council Managers' Training. Monthly brown bag lunches this year covered such topics as "Evaluations" and "Employee Development through Discipline." The Library of Michigan Human Resources staff made all necessary arrangements for the training, such as providing training schedules and reminders, room and equipment needs, and distribution and compilation of evaluation forms.



Y2K

NETWORK AND INFORMATION SYSTEMS

The Network and Information Systems Division (NIS) acquires, installs, implements, maintains and updates all automated systems provided by the Library of Michigan. The division manages the public web site of MichiganLegislature.org, the infrastructure of the Library's on-line catalog and circulation system (from Innovative Interfaces, Inc., and known by the acronym ILL), and training for Library and other legislative staff in various software packages and applications.

Upgrades and Y2K Changes

NIS accomplished the following projects for the Library of Michigan during 1999:

- Upgraded shared 10MB hub in DMZ to a 100MB switch
- Upgraded Sendmail on AIX mail server to a current, more secure version
- Performed required upgrade and maintenance on all hardware and software systems to deal with Year 2000 problems.
- Performed successful upgrade of the Novell GroupWise GroupWare system to version 5.5
- Successfully upgraded the hardware in two internal critical library file servers
- Upgraded ADSM Solaris server from version 2.51 to 2.6
- Upgraded ADSM from version 2 to version 3

NIS deployed new desktop personal computers for both LM staff and public workstation computing environments, utilizing the Microsoft Windows NT 4 operating system.

NIS staff performed an audit of several LM IT systems for Year 2000 compliance. The Library's old CD-ROM network was replaced with a new state-of-the art system that is comprised of the newest technology designed to increase performance, reliability and universal access to on-line information.

Recommended security and Y2K patches were applied to all four Solaris servers as they were released to keep our systems up to date and secure. DHCP was installed and configured on Solaris to upgrade from an obsolete system, to dovetail with the upgrade of all the desktop systems. A new version of BIND (DNS) was installed and configured on Solaris to replace an out-of-date version on obsolete hardware. Security patches were also applied as they were released, to keep the Library's network security current.

NIS upgraded the router memory, IOS, and connection speed for the Library's link to other legislative networks, to bring this equipment up to speed and into Year 2000 compliance.

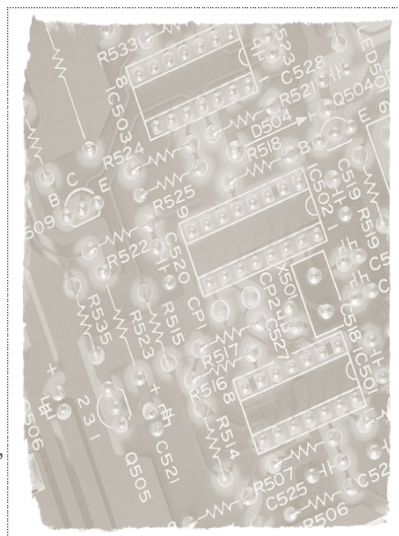
Business Process & Operations Projects within LM

New hardware and software were purchased for the Service to the Blind and Physically Handicapped.

NIS staff converted the Library's database, LMDB, from version 3.5 to version 6 and completed analysis, conversions, upgrades, and configurations to achieve full Y2K compliance in LMDB. NIS staff also rewrote the linking code for contacts, addresses, libraries, phone numbers, etc., to alleviate linking errors in LMDB.

NIS staff collaborated with the webmaster in Business Services to post an interactive Library Directory to the Library of Michigan website. Public libraries may now electronically file their FY1999 annual reports. The FY1999 statistical publication programming was completed, as was development of data systems for the IPEDS and WinPlus collection of Federal Programs information.

NIS implemented a new desktop management architecture (Novell Z.E.N. Works) to facilitate deployment of staff business applications and CD-ROM resource applications. The computer system used to generate LM staff ID badges was upgraded. Several business processes to automate data transfers and improve network efficiency between LM and MAIN were re-engineered. The Business Office Project MAIN/DCDS printing was configured on Solaris, following the removal of the ancient Apple A/UX server (which was not Year 2000 compliant).



Online Catalog and Related Systems

The Library III system was upgraded from release 11 to release 12. Additional improvements were made to related items, such as WebPac for the Internet and browser access to the catalog. The aging IBM C10 server was migrated to a new IBM F30 system.

NIS staff worked with CMS on the following projects:

- OCLC TechPro
- OCLC MMF
- UMI
- CIS

All of these projects involved the analysis of transfer data. The problems were resolved, and data transfers were successfully completed. Cataloging workstations were upgraded for Year 2000 compliance and provided with a web-based interface to the OPAC. The Interlibrary Loan computer used to scan and electronically transmit document loans to peer libraries was upgraded and verified for Year 2000 compliance as well.

Legislature and Legislative Council Projects

New hardware for the *Michiganlegislature.org* website was purchased, installed, configured and put into production. NIS staff installed new connections between the LM Machine Room and Capitol Facilities Central Control Room to accommodate new monitoring system connections between the House and Senate and Central Control.

Services to the Michigan's Library Community

NIS participated in a number of collaborative projects around the state, including sponsoring and providing network services, equipment, installation and expertise to the Internet Room at the MLA and Rural Libraries Conferences. Ann Donohue, NIS internet trainer, presented a session at the Beginning Workshop and the Rural Libraries conference. NIS staff taught over one hundred classes on a dozen different topics all around the state. NIS team members also participated on the MLA Library Technologies Division Board (Donohue) and the Merit Advisory Council (Groll).



PUBLIC SERVICES

The Public Services Division consists of four focused service teams: Legislative Services, Special Collections Services, the State Law Library and Service for the Blind and Physically Handicapped. The division provides reference, research, circulation, document delivery, interlibrary loan and user training services to Michigan legislative, executive and judicial employees, to researchers using Library of Michigan collections and to registered Michigan residents who are visually or physically handicapped. Public Services librarians select and deselect materials for all print and purchased electronic collections and serve on various library-wide, state-wide and national committees devoted to improving the delivery of reference, information and document delivery services.

Collections

The Library of Michigan's main circulating collection is tailored to fulfilling the information needs of Michigan state government employees. In order to keep this collection current, the staff must be cognizant of the work-related requests of state employees and of new materials in areas of interest to state executive departments, the judiciary and the legislature. Although most circulating materials are print formats, a small collection of videos and CD-ROMs does circulate. Items that do not fit within our collection development policy guidelines may be added to subject bibliographies and web sites of interest may be recommended for addition to the Michigan Electronic Library. The Library's reference and current periodicals collections also reflect the needs of the Legislature and state government agencies. The Legislative Team provides a Periodical Awareness Service (PAS) for legislative employees whereby participants regularly receive selected journal contents pages from which they may request articles of interest.

As one of two regional libraries for the blind and physically handicapped in Michigan, PS provides a general collection of books in special formats (recorded cassette, recorded disc, Braille) comparable to that found in a public library. In addition to titles produced by the National Library Service for the Blind and Physically Handicapped, the Service provides registered readers with described videos, audio plays and access to more than 70 general interest periodicals. The collection's Michigan books in special formats complement the Library's Michigan Collection.

The special collections have made the Library of Michigan well known to librarians and researchers throughout the state and the nation.

- As one of two regional **federal document depositories** in Michigan, the Library provides access to materials distributed by the Government Printing Office and to all public documents currently available on the world wide web.
- As the **repository for Michigan documents**, the Library collects publications from all state executive, judiciary and legislative agencies and provides interlibrary loan and direct and world wide web access to all available Michigan state government information.
- The **Abrams Foundation Historical Collection** is one of the finest genealogy

collections in the United States. This broad selection of family histories, census records, vital records and electronic materials for genealogy research is in constant demand.

- The **Michigan Collection** includes current and historical publications in all formats on all Michigan subjects and fiction by Michigan authors. This collection includes poetry, state and local histories, maps and plat books, industry and economic histories, Native American and other ethnic studies, botanical and zoological information, and the state's most comprehensive collection of retrospective Michigan newspapers on microfilm.
- The **State Law Library** offers comprehensive coverage of state and federal primary law with retrospective and current materials available. Michigan law is well represented in both primary and secondary works. The collection also offers extensive retrospective holdings in English and Canadian statutes and case law. Treatises, practice guides, encyclopedias, and journals round out the collection.
- Public access to **electronic resources** is offered in several ways. Public access internet stations are available for persons doing general research. The Library boasts an extensive reference CD-ROM collection of indexes, directories and finding tools. Subscription service from SearchBank, FirstSearch, Ancestry.com, FamilySearch and several other online services further complements the print collections.

Legislative Services

Members of the Legislative Services team staff our Reference Research Center phone service and Interlibrary Loan service, responding to a wide variety of reference questions received by phone, fax and email from legislative and state government employees. Every attempt is made to reply quickly, completely and accurately to questions, drawing from print collections, electronic information and materials acquired through interlibrary loan service as needed. Questions range from ready reference requests to in-depth research requiring hours of follow-up. Team members work closely with the Legislative Service Bureau staff to provide current issue information for Michigan legislators. Information gathered by a librarian may be analyzed, summarized and drafted into bill form by Legislative Service Bureau employees before going to the requesting legislator.

Term limits for the Michigan House and Senate went into effect in November 1998 resulting in the election of 65 new state legislators. Throughout the fall, Legislative Services and Law Library staff worked diligently with other Legislative Council agencies to inform all new senators, representatives and legislative employees of the many services available to them from the Library of Michigan. Personal Contact teams that consisted of Library and Legislative Service Bureau staff members visited offices, distributed handouts and presented a series of workshops to welcome and inform new legislators.

Following the success of the legislative outreach campaign, individuals and two-person teams of Legislative Services staff members traveled throughout Michigan on promotional contact visits to 52 state agency and institutional libraries. The purpose of these visits was to inform all State of Michigan agency librarians about our services and to learn more about their collections and their needs. The facilities visit-

ed ranged from those with general collections and legal resource libraries for correctional institution residents to esoteric staff departmental libraries in hospitals and state agencies.

Information gathered from these visits will be used for our FY 2000 strategic plan as we determine methodologies to provide additional service and resources to our executive agency colleagues.



Other Legislative Team activities for FY 1999:

- Provided tours and/or presentations to several foreign visitors, including groups from China and the Republic of Georgia
- Provided individualized reference and technical training upon request to state agency and legislative staff members
- Coordinated AccessMichigan connectivity for state agency and legislative offices
- Provided reports, articles, books and statistical data to respond to state government requests
- Continued a comprehensive review of the bound periodicals collection and offered withdrawn materials to other libraries
- Borrowed books and acquired photocopies for our patrons from other libraries
- Hired and trained two new reference librarians during the fiscal year.

Special Collections Services

The Special Collection Services (SCS) team focuses on development and usage of the Library of Michigan's comprehensive Michigan, documents and genealogy collections. Services are designed to meet the research needs of state government, the citizens of Michigan and Michigan libraries. The team staffs the library's direct service Reference/Documents, Genealogy and Circulation desks, which are visited by persons from all walks of life, including state government employees. Research staff from the Michigan Historical Museum and the State Archives of Michigan are particularly frequent customers. Visitors include school children, college students, public sector researchers and thousands of genealogists. Special Collections Services staff also respond to mail, email or telephone questions from libraries and the general public throughout Michigan and the world. Team members are responsible for maintaining all library collections in all formats and assisting walk-in patrons with the use of computers, copiers, readers and printers. SCS team members receive and review all gift materials presented to the Library of Michigan to determine whether the materials will be added to our collection.

This year a Special Collections team member worked with the Preservation Committee to draft and publish the *Library of Michigan Disaster Plan*. In addition to

individual bibliographic instruction for walk-in patrons, SCS team members presented many popular workshops on using the Library's special collections and electronic resources. The 1998/99 year also brought many changes and challenges as the Special Collections Services worked through several major physical rearrangements of collections, service desks and public access computer terminals and the review of the library's Internet and security policies.

The Michigan and Genealogy collections are resources in great demand by walk-in and interlibrary loan patrons. Thanks to generous grants from the Abrams Foundation, the Library was able to purchase census microfilm for the western United States. All available census microfilm and soundex film for both the United States and Canada have now been ordered. Other recent additions include the *International Genealogical Index*, *MI's Genealogy and Local History* microfiche and microfilmed *Records of Ante-Bellum Southern Plantations From The Revolution Through The Civil War*. The Library of Michigan provided public access to The Ancestry.com and FamilySearch databases and was pleased to provide on-line searchable access to the 1870 Michigan Census Index for Michigan to anyone visiting the Library of Michigan web page.

Special Collections Team accomplishments for FY 1999 included:

- Completed and coordinated the printing of the *Library of Michigan Disaster Plan*
- Updated several genealogy and Michigan collection brochures and user guides in print and on the web
- Presented genealogy research workshops on the following topics:
 - Federal Census Records
 - Cemetery Records
 - Ancestry.com
 - Vital Records
 - Genealogy and the Internet
 - Genealogy Research Beyond 1820
- Presented four workshops that focused on Michigan Resources and Building Genealogy Collections for librarians
- Provided document delivery services for state employees and legislators who requested materials from Library collections.



- Received National Genealogy Society recognition for co-sponsoring the first NGS Regional Conference
- Published six issues of the *Abrams Collection Genealogy Highlights*

State Law Library

The State Law Library, located in the G. Mennen Williams State Office Building (at 525 West Ottawa Street) provides legal reference service to the legislature, state government and the public. During FY 1999 the staff focused on several programs that were designed to enhance service to our primary clients, the Michigan Legislature and Michigan State Government. Law staff attended training and orientation programs for Personal Contact Teams, participated with the Legislative Services staff in office visits to new legislators, and hosted open house activities. The law staff also joined Legislative Services members in visiting State of Michigan agency librarians. The Law staff presented a series of legal research sessions that were designed to explain the basics of Michigan statutory law. More workshops are planned as we continue these collaborative outreach efforts.

During FY 1999 the Law Library staff worked with the Library of Michigan Network and Information Systems staff to improve the user friendliness and searching capabilities of the Michigan Compiled Laws web site (www.michiganlegislature.org). As part of our standard service to the public, the Law Library staff provides assistance to anyone using the Michigan Legislature web site. Law staff members also maintain a list of frequently requested Michigan Public Acts on the Library of Michigan web site. The Acts are available in full text and are updated several times a year. During the 1998-99 fiscal year, the selected Michigan Public Acts received over 500 hits per month and accounted for nearly 60 percent of materials downloaded from the Library of Michigan web site.

Service for the Blind and Physically Handicapped

The Library of Michigan Regional Service for the Blind and Physically Handicapped provides Braille service to all Michigan residents and, with the assistance of 10 subregional libraries, provides recorded book service to all Michigan residents outside of Wayne County. Similar to public libraries, SBPH's activities include: collection development, material acquisition and processing, circulation, interlibrary loan and readers' advisory services. In addition, the Regional Library collaborates with the network of subregional libraries on special projects such as funding and services to children. SBPH also hosts four network meetings each year for purposes of information sharing, future planning, and clarifying policies and procedures.

During FY 1999 SBPH received new technology and increased access to information as did its network of subregional libraries and patrons. Each regional and subregional LBPH in Michigan migrated to a Y2K compliant information technology system. Four subregionals were included in a pilot project that allowed them remote access to the power and storage space of the main server at the Library of Michigan for daily circulation and readers advisory tasks. This eliminated duplication of data entry and enabled each library to participate in electronic resource sharing.

SBPH

In June SBPH joined forces with the Michigan Commission for the Blind and the National Federation of the Blind to bring Newsline service to five sites in Michigan. Blind and physically handicapped individuals in Marquette, Kalamazoo, Grand Rapids, Lansing and downtown Detroit are now able to access *USA Today*, the *New York Times*, the *Washington Post*, the *Chicago Tribune*, and the *Detroit Free Press* via a standard telephone line. Another opportunity to enhance access to information for SBPH patrons came in the form of a grant from the Library of Michigan Foundation for expanding and updating the Adaptive Technology Center. This upgrade included the purchase of color Closed Circuit Television, a Braille Display for the adapted Internet workstation and a new Braille embossing center.

Additional activities for the staff in the SBPH included:

- Received an \$18,000 grant from Consumer Energy to create and distribute promotional materials about Libraries for the Blind and Physically Handicapped in Michigan to active members of the Michigan Medical Society.
- Published the annotated *Good Reads from Michigan* describing Michigan materials that are available in special format.
- Completed 6 issues of the *Focus 23* newsletter for registered readers in the 23 county area served directly by the Library of Michigan SBPH.
- Provided consultative services to public libraries, library cooperatives and school libraries about adaptive technology resources, planning and acquisition.
- Coordinated and presented workshops about SBPH services at the Rural Libraries Conference, New Directors Workshop, and for "Investing in Abilities Week" celebrations throughout Michigan.
- Provided tours of the SBPH facility to staff and members of the Michigan House of Representatives and Senate, public library groups, and new LM Foundation board members.
- Provided seven orientation workshops for new subregional network employees.



SELECTED PUBLIC SERVICES DIVISION STATISTICS

Circulation/Directional Requests	29,946
Reference/Research Requests	43,902
Interlibrary Loan Requests	14,092
Number Main/Law Items Circulated	21,797
Transactions by Patron Group	
General Public	81,533
Libraries	13,415
State Government Agencies	10,518
Michigan Legislative Offices	9,672
Other State/Federal Offices	88
SBPH Circulation	497,678
SBPH Interlibrary Loans	50,126
SBPH Reference/Readers' Advisory Requests	16,780
SBPH Replacement Copies to Subregionals	16,068

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Outlook for 2000

Some of the key Year 2000 projects for the Library of Michigan include:

- To continue ongoing review and improvement of print and electronic files and systems.
- To produce and share a response to client interview groups as part of the 3-to-5-year Collections Management Services Strategic Plan.
- To plan a series of legal research workshops to present to state agency librarians.
- Continue to improve communication and enhance visibility with state agency employees through the creation of a new brochure about LM services to the legislature and state government.
- To construct a legislative biographical database that includes all former legislators and dates of service; other fields of information will be incorporated as well.
- To create plans for new computer services to the populations served by the Service to the Blind and Physically Handicapped, including the implementation of new computer basics classes for registered readers and the development of a new computer basics class “kit” to be shared with the network librarian.
- To produce a video that highlights the Abrams Foundation Historical Collection to be used as both a promotional piece and a patron orientation tool.
- To continue to provide continuing education and training for all Library of Michigan staff.
- To begin evaluating the potential of new computer technologies that will better serve patron computing needs through a collection of hardware and software that provides full-function graphics terminals for all public users.
- To continue to advance the capabilities of the Library’s internal management database system, LMDB.
- To create a Human Resources web page that will include current vacancies, policies and procedures, forms, employee handbook, benefit information and phone numbers, position descriptions, etc. This web page will ultimately be available for both internal and external use.
- To update and publish a new *Library Laws Handbook* and a *District Library Establishment Guide*.
- To produce a history of the Library of Michigan as it begins its third century of service to the Michigan Legislature and the citizens of Michigan.
- To assist the Bill & Melinda Gates Foundation with the implementation of the State Partnership Grant Program.

Adamczak, Susan
 Allen, Robin
 Bacon, Margaret
 Baker, Duane
 Bartlett, Bernadette
 Blakes, Robert
 Brandon, Jennifer
 Briggs, Amy
 Cadwallader, Kathleen
 Canfield, Alamar
 Cannarile, Colleen
 Clark, Thomas
 Coon, Cindy
 Crenshaw, Arlean
 Curthoys, Patricia
 Donohue, Anne
 Draeger, Carey
 Droscha, James
 Droscha, Tammy
 Duncan, Brent
 Dwyer, Molly
 Elden, Marnie
 Fink, Carol
 Flournoy, Wendy
 Fuller, Debra
 Garvey, Mary Beth
 Gerber, Mark
 Getzen, Jami
 Groll, Paul
 Hagler, Charles
 Harkness, Kay
 Harrison, Elaine
 Hayes, Stanley
 Hindall, Tina
 Hodge, Marque
 Holdridge, Donna
 Hu, Louisa
 Hyden, Jane

Irish, Gerald
 Johnson, Jeffrey
 Johnson, Leelyn
 Kelley-Kato, Desirae
 King, Julie
 Kingaby, Patricia
 Krefman, Naomi
 Krueger, Beth
 Krueger, Cindy
 Kruger, Susan
 Laird, Kimberly
 Lamb, David
 Laverty, Janet
 Lietz, Kirsten
 Lothschutz, Michael
 Lucas, Richard
 Martinez, Francisco
 Menanteaux, Kathleen
 Michitsch, Dan
 Miller-Macon, Teri
 Mills, Elizabeth
 Moore, Laurene
 Murphy, Janice
 Nearing, Susan
 Needham, George
 Neely, Linda
 Nicholoff, Kate
 Norris, Scott
 Okeke-Aaron, Leonora
 Payne, Jacqueline
 Pelkey, Charley
 Pfaff, Mary
 Poznanski, Lori
 Ramon, Ruth
 Reish, Karren
 Richards, Karen
 Richardson, Ellen
 Riley, Randy

Ripley, Kyle
 Robertson, Nancy
 Rodriguez, Heradio
 Rose, Terence
 Rumler, Mary
 Ruttan, Joyce
 Rutter, Jane
 Sachau, Denise
 Sanders, Ann
 Schechter, Ilene
 Schlesinger-Harris, Marni
 Schryer, Sonya
 Shaffer, Julie
 Shea, Richard
 Shilling, James
 Sipe, Jennifer
 Sitler, Bryon
 Skinner, Sherrie
 Skowronek, Nancy
 Smith, Susan
 Talley, Jennifer
 Thompson, Elizabeth
 Todaro, Don
 Tomlinson, Kevin
 VanOstran, Lisa
 Vyse, Suzanne
 Wang, Fukang
 Watkins, Sarah
 Webb, Kathy
 Whitmer, Nancy
 Wichterman, Rebekah
 Willoughby, Edward
 Wilson, Andrew